**METRO EXPRESS**

## ETS ADMINISTRATOR

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| Position No. | MEL23 |
| Vacancy Type | Internal & External |
| Classification | PSI 6 |
| Salary | Rs. 31,500 x 800 − 37,100 x 1,000 − 47,100 x 1,300 − 54,900 |
| Employment Type | Permanent position |
| How to Apply | Online applications are preferred.<br>For online application and downloading Application Form, please visit: https://www.mauritiusmetroexpress.mu/job-vacancies/<br><br>Via email:<br>Applications together with scanned copies of academic qualifications can also be emailed to: -<br>career@metroexpressltd.org<br><br>Via post:<br>Applications together with scanned copies of academic qualifications can also be addressed to: -<br>**Human Resources Manager**<br>Metro Express Limited,<br>Level 3, SICOM Tower, Wall Street, Ebène 72201<br><br>The envelope or the title of the email should be clearly marked **"ETS Administrator".** |
| Position deadline | **Friday, 23 February 2024**<br>Application made without completed MEL Application Form and received after the closing date will not be considered. |

**Job Title:**
ETS Administrator

**Reporting Line:**
System Administrator/Head of Operations and Maintenance

**Function/Division:**
IT/ Station Operations and Customer Services

**Location:** Richelieu

**Qualifications:**

a) Possess a relevant degree in Information Technology related fields (Computer Science, Programming, Computer Engineering) or an equivalent qualification acceptable to the Board of MEL.
b) A minimum of 3 years' proven post qualification experience in IT or database management

Attributes:

a) Must have knowledge of SQL and in-depth knowledge of and usage of BI tools;
b) Proficient in data processing and management tools, such as use of Excel- VBA, macros, pivot tables, charts, lookups;
c) Fundamental understanding of business accounting banking experience - reconciliation would be an advantage;
d) Programming skills to perform advance analytics and automation;
e) Strong numerical and quantitative skills, and ability to manage large datasets;
f) Strong understanding in Software Testing – Prepare test cases and database fields.
g) Maybe required to work on shift.

Successful candidates will undergo a structured training program to equip with the knowledge and skills to perform the duties ascribed.

The duties and responsibilities include but not limited to:

1. Gathering and compiling data for online and offline ticket sales;
2. Process, analyse, and visualise ticket sales data, pattern, and trends;
3. Detect and reconcile anomalies and errors from ticket sales data;
4. Interpret and report ticket sales data to finance and management team;
5. Forecast ticket sales and support implementation of fare related products and policies;
6. Operate and maintain components of electronic ticketing system;
7. Administer user access for various users of various ETS components;
8. Maintenance of ETS database;
9. Operate, maintain, and update ticket sales parameters of ETS;
10. Support integration of ETS with other systems;
11. Design, code and test customised SQL reports;
12. Design report layout and determine best ways to offer data to end users;
13. Resolve and debug reporting issues; and

14. Front-end developer and administration experience in Business Intelligence, analytic reporting and Data Visualisation tools.
15. Record all faults found for follow-up actions;
16. Review work practices for continuous improvement;
17. Excellent knowledge of best practices in implementing and effectively developing helpdesk and ETS Operations best practices; including expert knowledge of systems, network connection to ETS devices, data consistency for MECard transactions such as at TOMs
18. Monitor applications and ETS software systems and identify bugs;
19. Run test on TCRs, AVVMs, TOMs in a separate UAT environment;
20. Write bug reports, report bug and follow up with bug resolution
21. Reconciliation and reporting of bank and ETS Report and report any bug and follow up to resolution
22. Awareness and provide access rights to department using ETS and training different department in using the CPS such as in case of delay, network dwell time should be increase;
23. To perform such other duties related to the main duties listed above or related to the roles ascribed to him.

**MEL reserves the right not to fill any vacancy following this advertisement and to call for interview only the best qualified candidate.**